Enterprise Incident Report October 2012

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Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Labor Commission	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	3 3	0 0	3 3
		Julie VanBeekum	0 0	16 16	0 0	16 16
		Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	20 20	0 0	20 20
	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0
		Nancy Hachmeister	0 0	63 6	0 0	63 6
		Rodney Austin	0 0	6 3	0 0	6 3
		Assigned to Individual Total	0 0	70 9	0 0	70 9
	Metro A Help Desk	Ed Conrad	0 0	13 10	0 0	13 10

Labor Commission

			High	Low	Medium	FCR Total
Labor Commission	Metro A Help Desk	Edward Fortner	0 0	9 8	0 0	9 8
		Liz Evans	0 0	8 3	0 0	8 3
		Assigned to Individual Total	0 0	30 21	0 0	30 21
	Metro A Hosting	Chris Kunde	1 0	1 0	0 0	2 0
		Keith Scholl	0 0	7 0	0 0	7 0
		Tom Carney	1 0	11 1	0 0	12 1
		Assigned to Individual Total	2 0	19 1	0 0	21 1
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0

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Labor Commission

			High	Low	Medium	FCR Total
Labor Commission	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	2 0	0 0	2 0
	Assigned Group Total		2 0	145 52	1 0	148 52
Customer Company Total			2 0	145 52	1 0	148 52

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Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Labor Commission	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	16 0	0 0	16 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	20 0	0 0	20 0
	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0
		Nancy Hachmeister	0 0	63 0	0 0	63 0
		Rodney Austin	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	70 0	0 0	70 0
	Metro A Help Desk	Ed Conrad	0 0	13 0	0 0	13 0

Labor Commission

			High	Low	Medium	MIR Total
Labor Commission	Metro A Help Desk	Edward Fortner	0 0	9 0	0 0	9 0
		Liz Evans	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	30 0	0 0	30 0
	Metro A Hosting	Chris Kunde	1 0	1 1	0 0	2 1
		Keith Scholl	0 0	7 0	0 0	7 0
		Tom Carney	1 0	11 1	0 0	12 1
		Assigned to Individual Total	2 0	19 2	0 0	21 2
	Rural South Desktop Support	Cheri Oldham	0 0	1 1	0 0	1 1
		Doug Thornton	0 0	1 1	0 0	1 1
		Ryan Bennett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 2	1 0	3 2
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0

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Labor Commission

			High	Low	Medium	MIR Total
Labor Commission	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	2 0	0 0	2 0
	Assigned Group Total		2 0	145 4	1 0	148 4
Customer Company Total			2 0	145 4	1 0	148 4

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Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Labor Commission	Application Services	Dustin Crump	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	0 0.00	1 0.25	0 0.00	1 0.25
	Help Desk	Brenda Treadway	0 0.00	3 0.06	0 0.00	3 0.06
		Julie VanBeekum	0 0.00	16 0.06	0 0.00	16 0.06
		Vicky Marrelli	0 0.00	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	0 0.00	20 0.06	0 0.00	20 0.06
	Metro A Desktop Support	Burton Brown	0 0.00	1 0.27	0 0.00	1 0.27
		Nancy Hachmeister	0 0.00	63 0.08	0 0.00	63 0.08
		Rodney Austin	0 0.00	6 0.14	0 0.00	6 0.14
		Assigned to Individual Total	0 0.00	70 0.09	0 0.00	70 0.09
	Metro A Help Desk	Ed Conrad	0 0.00	13 0.04	0 0.00	13 0.04

Labor Commission

			High	Low	Medium	ATTIR Total
Labor Commission	Metro A Help Desk	Edward Fortner	0 0.00	9 0.08	0 0.00	9 0.08
		Liz Evans	0 0.00	8 0.08	0 0.00	8 0.08
		Assigned to Individual Total	0 0.00	30 0.06	0 0.00	30 0.06
	Metro A Hosting	Chris Kunde	1 0.41	1 2.40	0 0.00	2 1.40
		Keith Scholl	0 0.00	7 0.09	0 0.00	7 0.09
		Tom Carney	1 0.09	11 0.33	0 0.00	12 0.31
		Assigned to Individual Total	2 0.25	19 0.35	0 0.00	21 0.34
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 1.05	0 0.00	1 1.05
		Doug Thornton	0 0.00	1 29.39	0 0.00	1 29.39
		Ryan Bennett	0 0.00	0 0.00	1 0.34	1 0.34
		Assigned to Individual Total	0 0.00	2 15.22	1 0.34	3 10.26
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.05	0 0.00	1 0.05
		Assigned to Individual Total	0 0.00	1 0.05	0 0.00	1 0.05
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 0.13	0 0.00	2 0.13

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Labor Commission

			High	Low	Medium	ATTIR Total
Labor Commission	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0.00	2 0.13	0 0.00	2 0.13
	Assigned Group Total		2 0.25	145 0.32	1 0.34	148 0.32
Customer Company Total			2 0.25	145 0.32	1 0.34	148 0.32

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MR Total**
Labor Commission	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	16 0	0 0	16 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	20 0	0 0	20 0
	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0
		Nancy Hachmeister	0 0	63 0	0 0	63 0
		Rodney Austin	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	70 0	0 0	70 0
	Metro A Help Desk	Ed Conrad	0 0	13 0	0 0	13 0

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Labor Commission

			High	Low	Medium	MR Total
Labor Commission	Metro A Help Desk	Edward Fortner	0 0	9 0	0 0	9 0
		Liz Evans	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	30 0	0 0	30 0
	Metro A Hosting	Chris Kunde	1 0	1 0	0 0	2 0
		Keith Scholl	0 0	7 0	0 0	7 0
		Tom Carney	1 0	11 0	0 0	12 0
		Assigned to Individual Total	2 0	19 0	0 0	21 0
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	1 1	0 0	1 1
		Ryan Bennett	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 1	1 0	3 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0

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Labor Commission

			High	Low	Medium	MR Total
Labor Commission	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	2 0	0 0	2 0
	Assigned Group Total		2 0	145 1	1 0	148 1
Customer Company Total			2 0	145 1	1 0	148 1

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Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Labor Commission	Application Services	Dustin Crump	0 0.00	1 1.21	0 0.00	1 1.21
		Assigned to Individual Total	0 0.00	1 1.21	0 0.00	1 1.21
	Help Desk	Brenda Treadway	0 0.00	3 0.06	0 0.00	3 0.06
		Julie VanBeekum	0 0.00	16 0.21	0 0.00	16 0.21
		Vicky Marrelli	0 0.00	1 1.38	0 0.00	1 1.38
		Assigned to Individual Total	0 0.00	20 0.24	0 0.00	20 0.24
	Metro A Desktop Support	Burton Brown	0 0.00	1 0.27	0 0.00	1 0.27
		Nancy Hachmeister	0 0.00	63 0.26	0 0.00	63 0.26
		Rodney Austin	0 0.00	6 0.51	0 0.00	6 0.51
		Assigned to Individual Total	0 0.00	70 0.28	0 0.00	70 0.28
	Metro A Help Desk	Ed Conrad	0 0.00	13 0.19	0 0.00	13 0.19

Labor Commission

			High	Low	Medium	ATTR Total
Labor Commission	Metro A Help Desk	Edward Fortner	0 0.00	9 0.13	0 0.00	9 0.13
		Liz Evans	0 0.00	8 0.23	0 0.00	8 0.23
		Assigned to Individual Total	0 0.00	30 0.19	0 0.00	30 0.19
	Metro A Hosting	Chris Kunde	1 0.41	1 2.40	0 0.00	2 1.40
		Keith Scholl	0 0.00	7 0.48	0 0.00	7 0.48
		Tom Carney	1 0.09	11 0.87	0 0.00	12 0.81
		Assigned to Individual Total	2 0.25	19 0.83	0 0.00	21 0.77
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 1.05	0 0.00	1 1.05
		Doug Thornton	0 0.00	1 29.44	0 0.00	1 29.44
		Ryan Bennett	0 0.00	0 0.00	1 0.34	1 0.34
		Assigned to Individual Total	0 0.00	2 15.24	1 0.34	3 10.28
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.77	0 0.00	1 0.77
		Assigned to Individual Total	0 0.00	1 0.77	0 0.00	1 0.77
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 1.51	0 0.00	2 1.51

Labor Commission

			High	Low	Medium	ATTR Total
Labor Commission	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0.00	2 1.51	0 0.00	2 1.51
	Assigned Group Total		2 0.25	145 0.56	1 0.34	148 0.56
Customer Company Total			2 0.25	145 0.56	1 0.34	148 0.56

Labor Commission

Detail

INC000000584248	Izzy Luna	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.30
INC000000585823	Alan L Colledge	Application	Password	Utah Master Directory	TIR Missed: No	0.17
	Help Desk	Brenda Treadway	Labor Commission	Low	Closed	TTR Missed: No	0.17
INC000000585883	Joy Lawrence	None	None	None	TIR Missed: No	0.04
	Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low	Closed	TTR Missed: No	2.72
INC000000585886	Joy Lawrence	None	None	None	TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.09
INC000000585959	Elena Bensor	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.21
INC000000586390	Patsy Ortega	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.12
INC000000586802	Debbie King	Network	Performance	Novell eDirectory	TIR Missed: No	0.27
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.27
INC000000586918	Gary Gibson	Network	Error	Internet Explorer	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.64
INC000000586976	Jared Posey	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.97
INC000000587088	Paul C. Cannon	Application	None	None	TIR Missed: No	0.19
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.20
INC000000587202	Veronica Gomez-Quintero	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000587225	Monica Smith-Austen	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000587824	Ryan Nelson	PC/Laptop	Performance	None	TIR Missed: No	0.97
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.00
INC000000587971	Kerry Chlarson	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.37
INC000000588180	Alicia Zavala-Lopez	None	None	None	TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000588215	David Lamb	Network	Performance	Novell eDirectory	TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08

Labor Commission

INC000000588416	Dawn Cornell	None	None	None		TIR Missed:	Yes	29.39
	Rural South Desktop Support	Doug Thornton	Labor Commission	Low	Closed	TTR Missed:	Yes	29.44
INC000000588567	Clark T Clements	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.10
INC000000588574	Lisa Robinson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.04
INC000000588700	Alan L Colledge	Application	Password	Utah Master Directory		TIR Missed:	No	0.12
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed:	No	1.38
INC000000588723	Andy Gonzalez	None	None	None		TIR Missed:	No	0.10
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed:	No	0.10
INC000000588916	Kate McNeill	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed:	No	0.32
INC000000588970	Kate McNeill	Application	Password	Active Directory		TIR Missed:	No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.07
INC000000589055	Bobbi Smith	None	None	None		TIR Missed:	No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.09
INC000000589057	Kate McNeill	PC/Laptop	Performance	None		TIR Missed:	No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.07
INC000000589155	Amra Ferhatbegovic	Application	None	ZENworks for Desktops		TIR Missed:	No	0.18
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed:	No	0.56
INC000000589438	Bobbi Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed:	No	0.00
INC000000589460	Amra Ferhatbegovic	None	None	None		TIR Missed:	No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.33
INC000000589503	Mark Leblanc	Application	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed:	No	0.03
INC000000589578	Mark Leblanc	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	5.22
INC000000589859	Carol Welborn	Application	Reporting	None		TIR Missed:	No	0.17
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed:	No	0.19
INC000000589899	Stephanie Carrillo	Application	Error	None		TIR Missed:	No	0.27
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed:	No	0.27
INC000000589956	Monica Smith-Austen	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.16
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed:	No	0.31

Labor Commission

Incident	Name / Group	Category	Sub-Category	Item	Priority	Status	TIR/TTR Missed	Value
INC000000590146	Andy Gonzalez	None	None	None			TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Closed	TTR Missed: No	0.08
INC000000590177	DaNise Barney	Application	Password	None			TIR Missed: No	0.25
	Metro A Help Desk	Liz Evans	Labor Commission		Low	Closed	TTR Missed: No	0.30
INC000000590236	Donald Walker	Application	Password	PGP			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000590280	Lawnie Nebeker	Network	Error	ZENworks for Desktops			TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.28
INC000000590549	Connie Zaccheo	Application	Error	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission		Low	Closed	TTR Missed: No	0.80
INC000000590647	Lola Chacon	None	None	None			TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.12
INC000000590839	Elena Bensor	None	None	None			TIR Missed: No	0.25
	Application Services	Dustin Crump	Labor Commission		Low	Closed	TTR Missed: No	1.21
INC000000591494	Michael Slyter	None	None	None			TIR Missed: Yes	1.74
	Metro A Hosting	Tom Carney	Labor Commission		Low	Closed	TTR Missed: No	1.74
INC000000591775	Dan King	Telecom	Voice Mail	Telephone			TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission		Low	Closed	TTR Missed: No	0.77
INC000000592104	Kerry Chlarson	None	None	None			TIR Missed: No	0.29
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.31
INC000000592333	Verolinda Granados	PC/Laptop	Hardware	None			TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Closed	TTR Missed: No	0.36
INC000000592339	Verolinda Granados	Application	Error	Novell Messenger			TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Closed	TTR Missed: No	0.54
INC000000592465	Monica Smith-Austen	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000593017	Deedee Brunatti	Application	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000593039	Gregory Wright	Network	Error	Active Directory			TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.07
INC000000593076	Dennis Crenshaw	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000593098	Stephanie Carrillo	None	None	None			TIR Missed: No	0.19
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.20

Labor Commission

INC000000593111	DaNise Barney	Network	Error	Active Directory		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.30
INC000000593169	Ron D Long	None	None	None		TIR Missed: No	0.11
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.12
INC000000593340	Debbie King	Network	Performance	Active Directory		TIR Missed: Yes	1.05
Rural South Desktop Support	Cheri Oldham	Labor Commission		Low	Resolved	TTR Missed: No	1.05
INC000000593461	Rosalee Oakeson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.10
INC000000593475	Catherine Van Duser	Network	Performance	Active Directory		TIR Missed: No	0.03
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.04
INC000000593540	Brad Morse	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000593568	Amra Ferhatbegovic	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.19
INC000000593593	Audrey Allen	Network	Error	Active Directory		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000593617	Leonor Lopez	Network	Performance	Active Directory		TIR Missed: No	0.03
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.80
INC000000593734	Neira Acevedo-Ramos	Network	Error	Microsoft Windows 7		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.00
INC000000593761	Dave Bloomfield	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.31
INC000000593805	Lib Montoya	Network	Performance	Active Directory		TIR Missed: No	0.05
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.06
INC000000593811	Lisa Robinson	Network	None	Active Directory		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.09
INC000000593912	Thuy Nguyen	None	None	None		TIR Missed: No	0.08
Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Closed	TTR Missed: No	1.70
INC000000593934	Lola Chacon	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000593949	Lib Montoya	Application	None	Active Directory		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000594069	Shaheen Safiullah	None	None	None		TIR Missed: No	0.08
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.09

Labor Commission

Incident	Customer							
INC000000594207	Shaheen Safiullah	None	None	None			TIR Missed: No	0.27
	Metro A Desktop Support	Burton Brown	Labor Commission	Low	Resolved		TTR Missed: No	0.27
INC000000594229	Aurora Holley	None	None	None			TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed		TTR Missed: No	0.13
INC000000594241	Lib Montoya	None	None	None			TIR Missed: No	0.04
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.05
INC000000594291	Brent Asay	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No	0.00
INC000000594534	Richard Lajeunesse	Application	Reporting	Gmail			TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved		TTR Missed: No	0.08
INC000000594542	Shaheen Safiullah	Network	Password	Active Directory			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	0.00
INC000000594663	Kenney Christensen	Application	None	None			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	0.00
INC000000594821	Brian Stewart	Application	None	Novell Messenger			TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.08
INC000000594879	Donald Walker	PC/Laptop	Password	None			TIR Missed: No	0.44
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.45
INC000000594972	James E Johnston	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	0.00
INC000000595067	Gina Spjut	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved		TTR Missed: No	0.43
INC000000595069	Pete Groesbeck	None	None	None			TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved		TTR Missed: No	0.44
INC000000595116	Dave Bloomfield	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	0.36
INC000000595152	Tonya Gallegos	None	None	None			TIR Missed: No	0.26
	Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved		TTR Missed: No	0.41
INC000000595201	Lib Montoya	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	0.00
INC000000595216	Kyrie Butler	Network	None	Active Directory			TIR Missed: No	0.76
	Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved		TTR Missed: No	2.92
INC000000595226	Kate McNeill	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	0.44

Labor Commission

INC000000595279	Tonya Gallegos	Network	None	Active Directory		TIR Missed: No	0.09
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	0.83

INC000000595318	Gina Spjut	Network	Error	Active Directory		TIR Missed: No	0.00
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	0.18

INC000000595366	Heather Gunnarson	Server	None	None		TIR Missed: No	0.08
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	0.20

INC000000595368	Holly Lawrence	None	None	None		TIR Missed: No	0.14
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.15

INC000000595375	Elena Bensor	Application	Error	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	

INC000000595565	Stephanie Carrillo	None	None	None		TIR Missed: No	0.00
Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved	TTR Missed: No	0.43

INC000000595610	Glosper Bowman	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.01

INC000000595676	Debbie L Hann	None	None	None		TIR Missed: No	0.00
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	0.52

INC000000595750	Joy Lawrence	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.41

INC000000595761	Glosper Bowman	Network	Error	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.32

INC000000595769	Eldon Tryon	Network	Performance	None		TIR Missed: No	0.22
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.23

INC000000595829	Kyrie Butler	Network	None	Active Directory		TIR Missed: No	0.06
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.58

INC000000596011	Loretta Woodmansee	Telecom	None	None		TIR Missed: No	0.22
Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low	Resolved	TTR Missed: No	0.30

INC000000596184	Glosper Bowman	Network	None	Active Directory		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00

INC000000596252	Carol Welborn	Application	Error	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.11

INC000000596331	Alicia Zavala	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.00

INC000000596399	Dave Bloomfield	Application	Password	Utah Master Directory		TIR Missed: No	0.10
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.11

Labor Commission

INC000000596402	Alan L Hennebold	None	None	None		TIR Missed: No	0.10
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	0.33
INC000000596443	Donald Walker	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	0.00
INC000000596604	Shaheen Safiullah	Application	None	None		TIR Missed: No	0.12
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.13
INC000000596711	Patsy Ortega	Network	None	Active Directory		TIR Missed: No	0.25
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved		TTR Missed: No	0.28
INC000000596714	Shaheen Safiullah	PC/Laptop	Performance	None		TIR Missed: No	0.07
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.09
INC000000596746	David E Jensen	Network	Error	None		TIR Missed: No	0.34
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved		TTR Missed: No	1.78
INC000000596770	Nicole Nguyen	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	0.00
INC000000596788	Dawn Cornell	PC/Laptop	Performance	None		TIR Missed: No	0.34
Rural South Desktop Support	Ryan Bennett	Labor Commission	Medium	Resolved		TTR Missed: No	0.34
INC000000596872	Shirley Cordova	Application	None	None		TIR Missed: Yes	2.40
Metro A Hosting	Chris Kunde	Labor Commission	Low	Resolved		TTR Missed: No	2.40
INC000000596888	Jennifer Gren	Network	Performance	None		TIR Missed: No	0.10
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	0.10
INC000000596892	Terri DeVries	None	None	None		TIR Missed: No	0.05
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.06
INC000000597135	David Lamb	Server	Performance	None		TIR Missed: No	0.09
Metro A Hosting	Tom Carney	Labor Commission	High	Resolved		TTR Missed: No	0.09
INC000000597292	David Lamb	Network	Performance	Active Directory		TIR Missed: No	0.00
Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved		TTR Missed: No	
INC000000597298	Richard McMullen	Network	Performance	Active Directory		TIR Missed: No	0.04
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.53
INC000000597310	Leonor Lopez	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.09
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.11
INC000000597600	Leonor Lopez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.04
INC000000597602	Eric Larsen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.02

Labor Commission

INC000000597606	Verolinda Granados	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.04
INC000000597607	Izzy Luna	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.07
INC000000597613	Izzy Luna	Application	None	Novell GroupWise		TIR Missed: No	0.02
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.02
INC000000597637	Louis Silva	Application	None	Novell GroupWise		TIR Missed: No	0.62
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	1.31
INC000000597701	Donald Walker	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Labor Commission	Low	Resolved		TTR Missed: No	0.00
INC000000597710	Lola Chacon	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved		TTR Missed: No	1.05
INC000000597855	Tonya Gallegos	None	None	None		TIR Missed: No	0.32
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved		TTR Missed: No	0.32
INC000000597927	Jo Ann Lowther	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.14
INC000000597986	Amra Ferhatbegovic	None	None	None		TIR Missed: No	0.13
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.23
INC000000598092	Jeanne Long	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	0.02
INC000000598110	Ron Dressler	Server	Performance	Active Directory		TIR Missed: No	0.16
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved		TTR Missed: No	0.29
INC000000598132	Karla Rush	Network	Performance	Active Directory		TIR Missed: No	0.28
Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved		TTR Missed: No	0.28
INC000000598311	Louis Silva	None	None	None		TIR Missed: No	0.23
Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved		TTR Missed: No	0.57
INC000000598385	Monica Smith-Austen	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.20
INC000000598466	Ami Windham	Network	None	Active Directory		TIR Missed: No	0.14
Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved		TTR Missed: No	0.14
INC000000598588	David Lamb	Network	Performance	Active Directory		TIR Missed: No	0.41
Metro A Hosting	Chris Kunde	Labor Commission	High	Resolved		TTR Missed: No	0.41
INC000000598721	Izzy Luna	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.16
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.17

Labor Commission

INC000000598930	Glosper Bowman	Application	Password	State Payroll Time Entry System	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	0.07
INC000000599238	Monica Smith-Austen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.01
INC000000599276	Glosper Bowman	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.04
INC000000599423	Tonya Gallegos	Application	Error	None	TIR Missed:	No	0.41
Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed:	No	0.41
INC000000599481	Shaheen Safiullah	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed:	No	0.00
INC000000599645	Elena Bensor	Application	Error	Microsoft Word	TIR Missed:	No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.19
INC000000599842	Gina Spjut	Application	None	None	TIR Missed:	No	0.06
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.06
INC000000600278	Gina Spjut	Billing	None	Novell GroupWise	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed:	No	0.00
INC000000600542	Shaheen Safiullah	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	0.43
INC000000600783	Alicia Zavala	Application	Password	Novell GroupWise	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	0.00
INC000000600863	Heather Gunnarson	Application	None	Novell GroupWise	TIR Missed:	No	0.08
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	0.12
INC000000600949	Joy Lawrence	PC/Laptop	Performance	None	TIR Missed:	No	0.09
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed:	No	0.11
INC000000601188	Kenney Christensen	Application	Password	Utah Master Directory	TIR Missed:	No	0.28
Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed:	No	0.28